

# **Job-Driven Vocational Rehabilitation Technical Assistance Center (JD-VRTAC)**

## ***Introduction to Customized Training (CT) in a Job-Driven Economy***

### **Presenters:**

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# Objectives

- Define the concept of Customized Training as it applies to national workforce job driven initiatives
- Define and provide information around past and present Customized Training models funded by the government through grants to businesses, community colleges, agencies, etc.
- Provide information about and examples of Customized Training models in current VR practice
- Offer an opportunity to engage in Q and A about Customized Training for the VR audience

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**Explore VR**  
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# Job-Driven Center Goals

Improve skills of state VR agency staff, other rehab professionals & providers of VR services, who are trained to provide “job-driven” VR services & supports to PWD, employers & customized training providers.

## Four Topic Areas:

1. Business Engagement
2. Employer Supports
3. Labor Market Information (LMI)
4. Customized Training Providers

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# Job-Driven Center Partners

Institute for Community Inclusion (ICI) at Univ. of Massachusetts, Boston

## *In Partnership with:*

- Jobs for the Future (JFF)
  - Univ. of Arkansas
  - Univ. of Washington
- United States Business Leadership Network (USBLN)
- Association of University Centers on Disabilities (AUCD)
  - Bobby Silverstein, Power, Pyles, Sutter, Verville, PC

## *In Collaboration with:*

- Council of State Administrators of Vocational Rehabilitation (CSAVR)
- National Council of State Agencies for the Blind (NCSAB)

# What's Data Telling Us re: employment for People with Disabilities (PwD)?

- **Labor Force Participation Rates (ages 16-64)**  
75.7% for general population vs. 31.1% for PwD  
(2/2015 Employment Stats Survey)
- **Unemployment rates**  
5.7% for general population vs. 12.2% for PwD
- PwD in low-paying occupations & overrepresented in slower-growing & declining occupations. ↓ projected empl. growth rate
- PwD underrepresented in 16 of 20 top fastest-growing occupations

## What else is Data Telling Us?

### **Students with disabilities who participate in internships increase:**

- motivation to work toward a career
- knowledge of career options & job skills & accommodation strategies
- ability to work with supervisors & coworkers (Burgstahler & Bellman, 2009)

### **Apprenticeships = proven path to employment:**

- 87% of apprentices are employed after completing their programs
- Avg. starting wage for apprenticeship graduates ↑ \$50,000
- Other country Studies: employers reap an avg. return of \$1.47 in increased productivity & performance for each \$1 apprenticeship investment
- Few US workers/employers have access to this option to prepare for better careers & meet the needs for a skilled workforce (Biden, 2014)



# Presidential Memorandum re: Job-Driven Training To Secretaries of Labor, Commerce & Education

*“Giving workers the opportunity to acquire skills that they need to pursue in-demand jobs and careers is critical to growing our economy, ensuring that everyone who works hard is rewarded, and building a strong middle class. Despite recent employment growth, far too many hard-working individuals still have not been able to find a job or increase their earnings, and many businesses report difficulty hiring workers with the right skills for jobs that they want to fill.”*



**Alexandra Waugh**

Senior Program Manager  
Jobs for the Future

## About Jobs for the Future

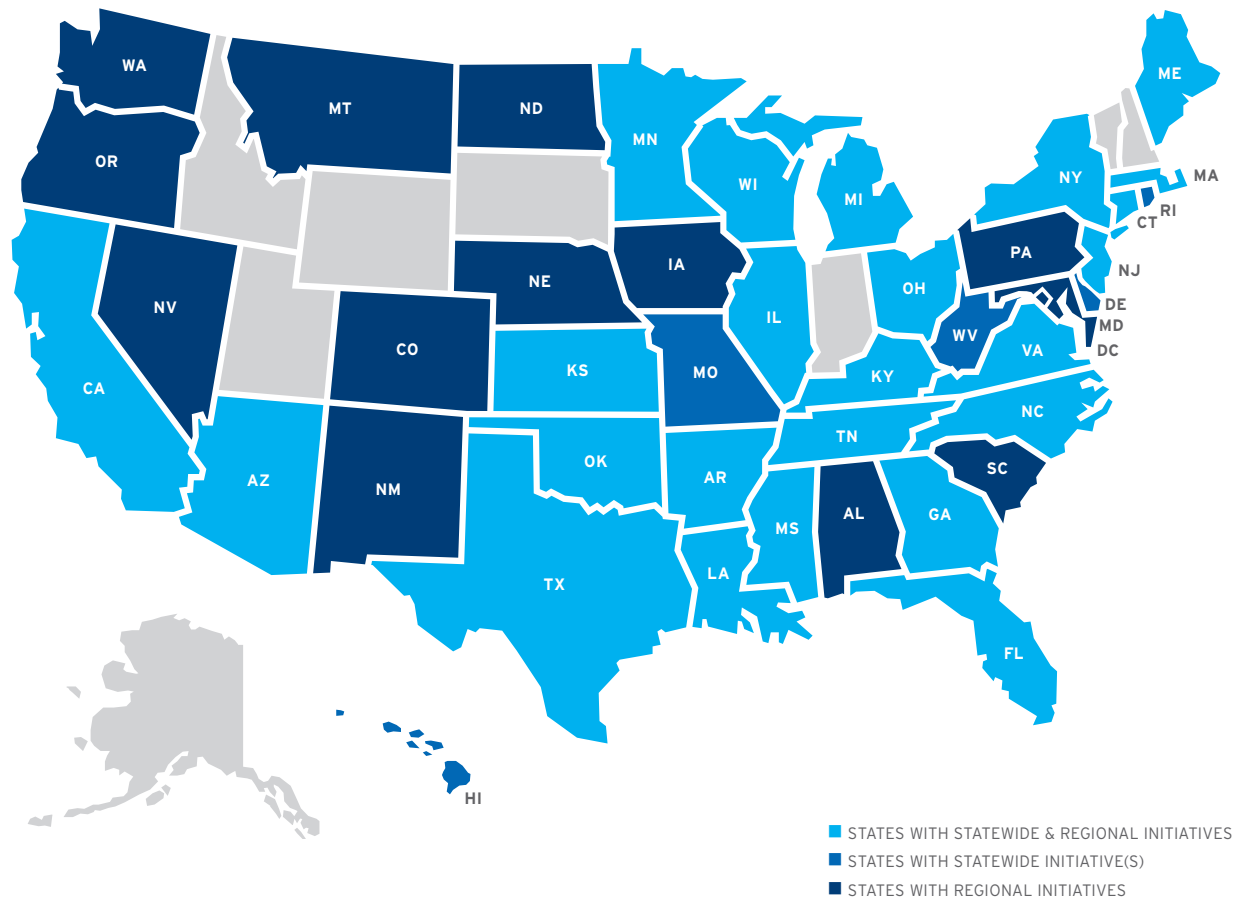
Jobs for the Future (JFF) increases access to educational and economic opportunity, leading to a stronger U.S. workforce.

Founded in 1983, JFF is a national nonprofit that focuses on:

- Increasing college readiness and career success
- Strengthening the workforce talent pipeline and programs
- Expanding economic opportunity

# About Jobs for the Future

Jobs for the Future works in some 130 communities in over 40 states.



# About Jobs for the Future

## OUR MISSION

JFF works to ensure that all young people and workers have the skills and credentials needed to succeed in our economy.

## OUR VISION

The promise of education and economic mobility in America is achieved for everyone.



# About Jobs for the Future

## OUR GOALS

- 1. PREPARING FOR COLLEGE AND CAREER:**  
All young people graduate high school on a clear path to college completion and career success.
- 2. EARNING POSTSECONDARY CREDENTIALS:**  
All students gain the skills they need to earn postsecondary credentials with high labor market value.
- 3. ADVANCING CAREERS AND ECONOMIC GROWTH:**  
All workers obtain the education and training required to move into productive careers with clear paths for advancement.



# What is Customized Training?

Customized training programs are designed to meet the specific skill needs of an employer or a group of employers.

Customized training programs include key partners, including:

- Employers
- Training providers
- Vocational rehabilitation agencies
- The public workforce system
- Other key stakeholders in the region or community

# History of Customized Training

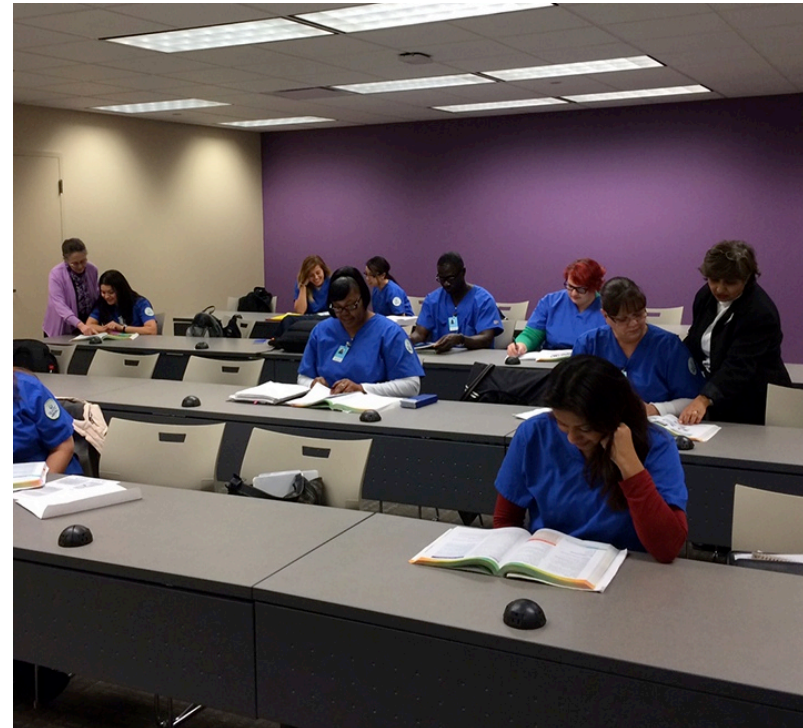
- Started in the Southeast in the 1960s
- Short-term training programs delivered by community colleges
- State-funded
- 93% of community colleges offered some kind of customized training by the late 1980s
- In 2006, 47 states offered some kind of state-funded customized training
- Customized training programs can be funded using federal, state, or private funds



# Common Types of Customized Training

## Community College Training Programs:

- Demand-driven training programs in partnership with key local stakeholders
- Training is customized based on the needs of an employer or group of employers
- *Example: Miami Dade College's Behavior Health Technician Program*



# Common Types of Customized Training



## Registered Apprenticeship:

- “Earn and learn” customized training strategy run by the U.S. Department of Labor
- Combines work-based learning opportunities with related instruction in a specific industry sector, like healthcare, manufacturing, or information technology
- *Example: Vermont HITECH*

# Common Types of Customized Training

## On-the-Job Training:

- Training takes place directly on the job site and may also include a classroom training component
- Trainees learn how to perform critical tasks for their OJT employer with the goal of being hired upon completion of training
- *Example:* Boeing Manufacturing OJT Project



# Neil McNeil: VR Customized Training Models

## VR + Business

CVS Pharmacy Technician Program

Massachusetts Rehabilitation Commission

<http://www.mass.gov/eohhs/gov/newsroom/press-releases/eohhs/mrc-and-cvs-health-recognized-for-innovative-program.html>

## VR + Business + Community College

Nebraska VR Middle Skills Certificate Programs

[http://www.vr.nebraska.gov/partners/certificate\\_programs.html](http://www.vr.nebraska.gov/partners/certificate_programs.html)

## VR + Business + CRP

Connecticut VR's Industry Specific Training and Placement Programs

<http://www.ct.gov/brs/cwp/view.asp?a=3890&q=509752>

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## Connecticut's Customized Training Evolution

- **2005** – Walgreens Distribution Center is built in Windsor, CT and a collaborative workforce development training program is created.
- **2009** – CT VR Business Unit pilot (ARRA) to increase the number of On-the-Job Trainings. (*1 Project Manager / 6 Employment Consultants*)
- **2010** – CT VR Business Unit made permanent. (*9 Employment Consultants*)
- **2011** – CT VR posts a Request for Proposals (RFP) for Industry Specific Training and Placement Programs (ISTPP). (*3 Training Programs*)
- **2012** – CT VR posts a Request for Qualifications (RFQ) to establish a pre-approved Industry Specific Training Entity list. (*5 Training Programs*)



## Connecticut VR Customized Training Models

### *Individual*

- On-the-Job Training (OJT)

### *Talent Pipeline*

- Industry Specific Training and Placement Programs (ISTPP)



## Partners and Roles

### VR Counselor and Participant

- Discuss participants interest and aptitudes in conjunction with Real-Time Labor Market Information and available VR services.
  
- If appropriate, a referral is then made to VR Employment Consultant for customized training.





## Partners and Roles

### VR Employment Consultant

- **OJT** – Proactively markets VR Participant to area businesses and negotiates a customized training structure and reimbursement.
  
- **ISTPP** – Pre-screens VR Participants to meet criteria of Host Employer. Makes the referral to training program. Point of Contact with Training Entity and Host Employer.

### Host Employer / Business

- **OJT** – Hires the VR-Participant as an employee and provides one-to-one, customized training that meets the business’s standard for the specific occupation.

- **ISTPP** – Hosts a training program on site in an integrated and competitive environment. Provides industry and occupation-specific content knowledge to the Training Entity. Commits to hiring successful VR Participants at completion of program



## Partners and Roles

### Training Entity (ISTPP)

- A third party organization that CT VR contracts with to establish a universally accessible workforce development Program on site with a Host Employer / Business that meets specific business and industry standards.



## Customized Training Benefits

- Access to employment through a “non-traditional” hiring model
- Opportunity for hands-on learning vs. classroom
- Training is employer-based and allows for training content to evolve as the workforce needs evolve
- Focus on Industry and Occupational Standards (Career vs. Job)
- Additional structure and support on site assists in soft skill development
- Mutually-beneficial “try before you buy” scenario for both individual and business
- Training programs are flexible, tuition-based and fee-for-service



## CT Industry Specific Training and Placement Programs

- Walgreens Distribution Center
- Walgreens Retail
- CVS Retail
- Lowes Distribution Center
- Mohegan Sun
- Homegoods Distribution Center
- The Crowne Plaza
- Mystic Aquarium



## Customized Training Success

- **Most Successful VR Job Development Services since 2010**
  - 285+ placements as a result of the Industry Training Programs
  - Over 800 OJTs completed
  - Over 67% of OJTs resulted in a successful case closure



## **DORS Customized Training Future**

- Expand the list of Training Entities
- Expand the types of trainings, industries and occupations
- Involve other Workforce Development Partners through WIOA collaborations.

## Q and A

- **Neil McNeil, Facilitator**
- Cecilia Gandolfo, JD-VRTAC
- Mark Henry, CT BRS
- Alexandra Waugh, JFF

***Thank You for your participation in today's webinar.  
Please visit [www.explorevr.org](http://www.explorevr.org) for information about  
upcoming job-driven webinars.***



# Customized Training - Useful Websites

- **Progress Update on Job Driven Training and Apprenticeships *September 2015***
  - [https://www.whitehouse.gov/sites/default/files/docs/job-driventrainingandapprenticeshipprogressreport\\_0.pdf](https://www.whitehouse.gov/sites/default/files/docs/job-driventrainingandapprenticeshipprogressreport_0.pdf)
- **Apprenticeship USA <http://www.dol.gov/apprenticeship/>**  
**See menu for resources including:**
  - **Apprenticeship Grant Awards *September 9, 2015***
  - <http://www.dol.gov/apprenticeship/pdf/AmericanApprenticeshipInitiativeGrantsAwardSummaries.pdf>
  - **DOL-Building Registered Apprenticeships: A Quick-start Toolkit**
  - [http://www.doleta.gov/oa/employers/apprenticeship\\_toolkit.pdf](http://www.doleta.gov/oa/employers/apprenticeship_toolkit.pdf)
- **ODEP Registered Apprenticeship Programs: Improving The Pipeline For People With Disabilities July 2015| Final Report**
  - <http://www.dol.gov/odep/pdf/ApprenticeshipReport.pdf>
- **Welcome to Workforce<sup>3</sup> One *E*Learning and Sharing Site**
  - <https://www.workforce3one.org/view/3001432333369774359>
- **ExploreVR <http://www.explorevr.org/>**